

STANDARDS AND ETHICS INDICATORS 2012

Reporting Officer: Lloyd White, Head of Democratic Services

SUMMARY

This report sets out summary information on a range of topics, by which to gauge the corporate health of the Authority in relation to Standards and Ethics.

RECOMMENDATION: That the report be noted.

INFORMATION

The Committee has agreed to receive regular reports on a range of standards and ethics indicators and presenting this information in the public arena will demonstrate that the Council is conducting its business in a lawful, transparent manner and that any transgressions are dealt with according to due process.

1. Audit Commission public interest reports

Nil return

2. Whistle-blowing incidents reported

Date	Details	Outcome
17.05.12	Alleged unethical and corrupt actions from two senior officers	Dismissed as totally without foundation

3. Challenges to procurement decisions

Nil return

4. Employment Tribunal cases received and/or settled

In 2012, 32 ET cases were considered / ongoing.

Of these claims:

- 12 cases were withdrawn relating to:
 - Unfair dismissal (5)
 - Unfair dismissal & disability discrimination
 - Unfair dismissal & age discrimination
 - Constructive unfair dismissal
 - Constructive unfair dismissal, race discrimination
 - Disability discrimination
 - Sex discrimination
 - Race discrimination
- 6 cases were dismissed by the ET following a hearing
 - Equal pay, sex discrimination – costs awarded to LBH

- Unfair dismissal, race discrimination, breach of contract – costs awarded to Governing Body of School (LBH represented the School)
 - Unfair dismissal
 - Unfair dismissal – costs awarded to LBH
 - Unfair dismissal & notice pay
 - Sex and Age discrimination – costs awarded to LBH
- 2 cases were struck out by the ET
 - Public Interest Disclosure
 - Unfair dismissal & race discrimination
- 3 cases were settled
 - Unfair dismissal & race discrimination
 - Unfair dismissal, notice pay, holiday pay
 - Whistleblowing, unfair dismissal, sex & race discrimination, notice pay, holiday pay, other pay
- 9 cases are live or ongoing subject to appeal
 - Equal Pay (group claim)
 - Unfair dismissal & disability discrimination
 - Constructive unfair dismissal & disability discrimination
 - Unfair dismissal, notice pay
 - Unfair dismissal, disability discrimination
 - Disability discrimination, unfair dismissal
 - Race Discrimination
 - Disability Discrimination
 - Constructive Unfair dismissal

5. Declarations of Interest made by officers in relation to Council contracts

Date	Details	Department / Team
02.02.12	Governor on the Governing Body of The Willows School.	Access and Inclusion
10.02.12	Providing unpaid help at Hemel Snow Centre.	SCH&H - Sheltered
02.03.12	Husband is a housing repairs carpenter	Hillingdon Housing Service
04.03.12	Drive H.C.T. Mini Bus for Sheltered Housing Forum, also for tenant's social day trips.	Housing
14.03.12	West Drayton Youth Football Club - Assistant coach/manager – voluntary.	Homeownership Team
19.03.12	<ul style="list-style-type: none"> ➤ Daughter works for Greenwich Leisure Ltd, as a Swimming instructor ➤ Husband works at Moorcroft school as Assistant Premises Manager ➤ Sister works in the Home Care Out of Hours Team. 	Social Care Health & Housing
20.03.12	Wife of Councillor - LA Governor at Hillside Infants School.	Social Care Health & Housing
27.03.12	Partner works for a contractor used for repairs. Accompanying partner to Christening of the owner's granddaughter.	Housing Repairs

Date	Details	Department / Team
24.04.12	Director of VIP Properties Ltd.	Private Sector Housing
22.05.12	Appointed as Visiting Professor at Bucks New University for three years from 1/5/2012. There is no remuneration for this role.	Central Services
27.07.12	Proposed partnership in an online Letting Agents, procuring properties outside Hillingdon Council.	Housing Needs
30.07.12	Father a Trustee of Hillingdon Mind. Policy Overview Committee may wish to invite a representative of Hillingdon Mind as a contributor to Adult Community Mental Health Services review.	Democratic Services
30.08.12	Used a contractor employed by the Council for private work at home - do not issue work to this contractor or sign off invoices	Repairs
30.08.12	Staff member who is currently looking after the Repairs Service Contact Centre & Planning team is also a Council tenant. Arrangement in place whereby any request for repairs on own home would be made through Technical Supervisor in order to allow the request to be validated. Also applies to employee's sister who is a tenant.	Housing Services
14.09.12	Appointed as an Independent Person by South Bucks District Council until July 2017.	Internal Audit

6. Declarations of Interest made by Members at Meetings

Note: w.e.f 1 July 2012, a Member with a *pecuniary* interest in any matter being considered must declare that interest, not speak or vote on the item and leave the meeting. A Member with a *non-pecuniary* interest must declare that interest but may remain in the meeting, speak and vote. If, however, a member of the public, knowing all the relevant facts, would view the non-pecuniary interest as so significant that it is likely to prejudice the Member's judgment of the public interest, then that Member must declare that interest, not speak or vote on the item and must leave the room whilst that item is being considered.

5th January, 2012 Central & South Planning Committee

- Former Honeywell Site, Trout Road, Yiewsley - Councillor Gilham - Personal – as Ward Councillor
- 132 Ryefield Avenue, Hillingdon - Councillor Bridges - Personal and Prejudicial - Had been in discussion with the petitioners objecting to the proposal
- Brunel University, Kingston Lane, Hillingdon - Councillor Stead - Personal - as Ward Councillor.
- Minet Junior School, Avondale Drive, Hayes - Councillor Fyfe - Personal and Prejudicial - Is a Governor of Minet School
- West London Shooting School, West End Road, Northolt - Councillor Duncan - Personal - Site adjoins her Ward.
- Enforcement Report - Councillor Stead - Personal - as Ward Councillor.
- 106 Oxford, Uxbridge - Councillor Duncan - Personal - Partners daughter attends the College.

18th January, 2012 - Petition Hearing - Cabinet Member for Planning, Transportation and Recycling

Petition Requesting Speeding Measures and Naming of Crossing at Hillingdon Hill - Councillor Burrows - Personal

24th January, 2012 - Central & South Planning Committee

9 Baxter Close - Councillor Bridges - Personal – as Ward Councillor.

26th January, 2012 - Cabinet

- London Housing Consortium
 - Councillor G Cooper
 - Councillor J Cooper
 - Councillor Corthorne - Personal - Member of the London Housing Consortium.
 - Honeycroft Day Centre, Uxbridge - Councillor G Cooper - Personal
 - Transforming Adult Social Care: Personalisation and Commissioning Plan 2011-2015 - Councillor Crowe – Personal
 - Disabilities Commissioning Plan 2011-2015 - Councillor Crowe - Personal
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26th January, 2012 - Executive Scrutiny Committee

- Disabilities Commissioning Plan 2011-2015 – Outcome of Consultation – Councillor Crowe – Personal
 - Transforming Adult Social Care - Personalisation and Commissioning Plan 2011-2015: Outcome of Consultation - Councillor Crowe - Personal
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16th February, 2012 - Cabinet

- Month 9 2011/12 Revenue and Capital Monitoring Report - Councillor Douglas Mills - Personal as a Governor of Ruislip High School.
 - National Non-Domestic Rates - Guidelines for Granting Discretionary Rate Relief
 - Councillor D Mills - Personal due to a connection with a voluntary organisation in receipt of discretionary rate relief
 - Councillor Corthorne - Personal - a connection with the Sacred Heart Scout and Guide Groups in receipt of discretionary rate relief
 - Councillor Puddifoot - Personal - as Chief Executive of The Magdi Yacoub Institute
 - Councillor R Mills - Personal - due to a connection with a voluntary organisation in receipt of discretionary rate relief.
 - Councillor Seaman-Digby – Personal - due to a connection with a voluntary organisation in receipt of discretionary rate relief
 - Schools Budget 2012/13
 - Councillor D Mills - Personal - as a Governor of Ruislip High School and Sacred Heart Primary School
 - Councillor G Cooper - Personal - as a Governor of St Mary's Primary School and remained in the room during discussion and voting on the item.
 - The Council's Budget: General Fund Revenue Budget and Capital Programme 2012/13
 - Councillor D Mills - Personal
 - Councillor R Mills - Personal
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16th February, 2012 - Executive Scrutiny Committee

Revenue and Capital Monitoring - Councillor Lavery - Personal as a Member of the Finance Committee at Ruislip High School.

21st February, 2012 - North Planning Committee

St John's School, Potter Street Hill, Northwood – Councillor Lewis - Personal

23rd February, 2012 - Council

- Council General Fund Revenue Budget and Capital Programme 2012/13
 - Councillor D Mills - Personal - as being personally affected by the proposed High Speed 2 rail route.
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Standards Committee

27 February 2013

- Councillor R Mills - Personal - as a beneficiary of a trust relating to a property in the proximity of the proposed HS2 route
 - Councillor Ghei - Personal and Prejudicial - as his wife worked for the Council.
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29th February, 2012 - Standards Committee

- The Localism Act 2011 - A New Ethical Framework
 - Allan Edwards - Personal - as one of the current independent, co-opted members referred to in the report
 - Councillor Lewis - Personal - as an elected Member
 - James Keys - Personal - as one of the current independent, co-opted members referred to in the report
 - Malcolm Ellis - Personal - as one of the current independent, co-opted members referred to in the report
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6th March, 2012 - Central & South Planning Committee

- 4, 5 & 6 School Approach, Fredora Avenue, Hayes - Councillor Fyfe - Personal - As Ward Councillor
 - 22 and 24 Swanage Way, Hayes - Councillor Duncan - Personal - As Ward Councillor
 - 89-90 High Street and 45, 47 47A Albert Road, Hayes 64714/APP/2009/778 – Councillor Gilham – Personal – as Ward Councillor
 - Brunel University, Kingston Lane, Hillingdon
 - Councillor Stead - Personal - As Ward Councillor
 - Councillor Hensley - Personal and Prejudicial - As an Advisor and ex-don
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15th March, 2012 - Licensing Sub Committee (North)

The Olde Northwood Public House

- Councillor Retter - Personal - Ward Councillor of a neighbouring ward and works in close proximity to the application site.
 - Councillor Melvin - Personal and Prejudicial - A Ward Councillor and a Member of the Northwood Ladies Bowls Club.
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15th March, 2012 - Audit Committee

- Deloitte - 2011/12 Annual Audit Plan
 - Councillor Graham - Personal - as a substitute Member of the Pensions Committee.
 - Councillor Lewis - Personal - as a Member of the Pensions Committee.
 - Internal Audit Progress Report
 - Councillor Graham - Personal - as a former Member of the Board of Hillingdon Homes.
 - John Morley - Personal - as a former Member of the Board of Hillingdon Homes.
 - Changing Legislation and Current Issues
 - Councillor Graham - Personal - as a Member of the Corporate Services & Partnerships Policy Overview Committee.
 - Councillor Lewis - Personal - as a Member of the Corporate Services & Partnerships Policy Overview Committee.
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27th March, 2012 - Central & South Planning Committee

Land Forming Part of Hayes and Harlington Conservative Club, 141 Church Road, Hayes

- Councillor Stead - Personal
 - Councillor Gilham - Personal and Prejudicial
 - Councillor Hensley - Personal
 - Councillor J Cooper - Personal
 - Councillor Fyfe - Personal and Prejudicial
 - Councillor Bridges - Personal
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28th March, 2012 - External Services Scrutiny Committee

Community Cohesion - Councillor Jarjussey - Personal - a member of CNWL and Hillingdon Hospital Trust.

29th March, 2012 - Cabinet

Primary School Capital Programme update

- Councillor G Cooper - Personal - as a School Governor.
 - Councillor J Cooper - Personal - as a School Governor
 - Councillor Corthorne - Personal - as a School Governor
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29th March, 2012 - Executive Scrutiny Committee

Consideration of Any Call-Ins of Decisions Made at the Cabinet Meeting on 29 March 2012 - Anthony Little - Personal - a School Governor at Pinkwell Primary School.

26th April, 2012 - Cabinet

- Policy Overview & Scrutiny Review: Effectiveness of the Audit Committee and its Terms of Reference – Councillor G Cooper – Personal as Majority Lead Member of the Audit Committee
 - Major Scrutiny Review: Re-offending - Councillor G Cooper - Personal - as a Trustee of the Groundwork Trust
 - School Capital Programme Update - Councillor D Mills - Personal - as a family member was an employee of Abbotsfield School.
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26th April, 2012 - Executive Scrutiny Committee

- School Capital Programme Update - Anthony Little - Personal - a School Governor at Pinkwell Primary School.
 - Major Scrutiny Review – Re-Offending - Councillor J Cooper - Personal - due to her husband being a Trustee of the Groundwork Trust.
 - 2011/12 Revenue and Capital Monitoring Report - Councillor J Cooper – Personal – due to her involvement in the Rural Activities Garden Centre.
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22nd May, 2012 - Central & South Planning Committee

- Tesco Store, Glencoe Road, Hayes - Councillor Duncan - Personal – as Ward Councillor
 - Brunel University, Kingston Lane, Hillingdon
 - Councillor Stead - Personal – as Ward Councillor
 - Councillor Hensley - Personal and Prejudicial - By virtue of being an academic advisor to the Brunel University.
 - Land Fronting Eastern Gateway Building, Kingston Lane, Hillingdon
 - Councillor Stead - Personal – as Ward Councillor
 - Councillor Hensley - Personal and Prejudicial - By virtue of being an academic advisor to the Brunel University.
 - Bishopshalt School, Royal Lane, Hillingdon – Councillor Stead – as a Ward Councillor
 - 24 Sutton Court Road, Hillingdon - Councillor Bridges - Personal - As he had submitted a Members' enquiry regarding the proposed business.
 - 166 Pasadena Close, Hayes - Councillor Sansarpuri - Personal - As Ward Councillor.
 - 7 High Street, Uxbridge – Councillor Duncan – as Ward Councillor
 - Tesco Store, Glencoe Road, Hayes - Councillor Duncan – as Ward Councillor
 - 3 Ashley Court, High Street, Yiewsley - Councillor Gilham – as Ward Councillor
 - Enforcement Reports: Personal declarations from Councillors Stead, Gilham, Lavery, Duncan, Hensley, Fyfe, Sansarpuri and Bridges
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24th May, 2012 - Cabinet

Review of Support for Music Tuition in Hillingdon: Final Report of the Working Group - Councillor Corthorne - Personal - a member of his family who participated in the Hillingdon Music Service.

20th June, 2012 - Pensions Committee

Declarations of Personal Interest in all matters coming before this meeting from Councillors G Cooper, Duncan, Barrett, Harmsworth and Corthorne - as members of the Local Government Pension Scheme.

21st June, 2012 - Cabinet

Hillingdon Sports & Leisure Complex - proposed car parking charges - declarations of Personal Interest from Councillors G Cooper, J Cooper, Burrows and Corthorne

21st June, 2012 - Executive Scrutiny Committee

Primary School Capital Programme Update – Councillor Riley – Personal - as a School Governor at Field End Infants School.

26th June, 2012 - Audit Committee

- Internal Audit Progress Report
 - Councillor G Cooper - Personal - as a Governor of St Mary's Catholic Primary School.
 - Councillor Harmsworth - Personal - as a Member of the Pensions Committee.
 - Councillor Graham - Personal - as a Member of the Pensions Committee
 - Councillor Lewis - Personal - as a Member of the Pensions Committee.
 - Oral Update on the Corporate Services & Partnerships Policy Overview Committee Review into the Effectiveness of the Audit Committee and its Terms of Reference
 - Councillor Graham - Personal - as a Member of the Corporate Services & Partnerships Policy Overview Committee.
 - Councillor Lewis - Personal - as a Member of the Corporate Services & Partnerships Policy Overview Committee.
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Tuesday, 26th June, 2012 - North Planning Committee

Land Forming Part of Oakhurst, Northgate, Northwood - Councillor Morgan - Personal - The lead petitioner in this application was Chairman at the Conservative branch where Cllr Morgan was a member.

3rd July, 2012 - Central & South Planning Committee

- Scottish and Southern Energy West London Depot, Springfield Road, Hayes - Councillor Sansarpuri - Non Pecuniary – Ward Councillor
 - Whitehall School, Cowley Road, Uxbridge - Councillor J Cooper - Pecuniary - Lives in the road backing onto the site.
 - 40 Frays Avenue, West Drayton - Councillor Duncan - Pecuniary - Lives in Frays Avenue
 - 21 Elthorne Road, Uxbridge - Councillor J Cooper - Non Pecuniary – Ward Councillor
 - Rural Activity Garden Centre, West Drayton Road, Hillingdon 68554/APP/2012/1185
 - Councillor Gilham - Non Pecuniary – Ward Councillor
 - Councillor J Cooper - Pecuniary - Lives in the road backing onto the site
 - 72 Yew Avenue, Yiewsley 61343/APP/2010/1510 - Councillor Gilham - Non Pecuniary – Ward Councillor
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17th July, 2012 - External Services Scrutiny Committee

CNWL Update

- Councillor Kemp - Non Pecuniary - as a Governor of Central and North West London NHS Foundation Trust.
 - Councillor Jarjussey - Non Pecuniary - as a member of Central and North West London NHS Foundation Trust.
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17th July, 2012 5.00 pm - External Services Scrutiny Committee

Work Programme - Councillor Hensley - Non Pecuniary - worked for the Ministry of Justice.

25th July, 2012 - Central & South Planning Committee

- Brunel University, Site 3, Kingston Lane, Hillingdon - 532/APP/2010/2614
 - Councillor Stead - Non Pecuniary – Ward Councillor
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Standards Committee

27 February 2013

- Councillor Hensley - Pecuniary - as an Ex Don and adviser to Brunel
 - 34 Lynhurst Road, Hillingdon - Councillor Bridges - Pecuniary - as he had spoken to the applicant.
 - 161 Ryefield Avenue, Hillingdon - Councillor Bridges - Non Pecuniary
 - 7 High Street, Uxbridge - Councillor J Cooper - Non Pecuniary
 - Enforcement Report - Councillor J Cooper - Non Pecuniary
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26th July, 2012 - Executive Scrutiny Committee

Primary School Capital Programme Update – Non Pecuniary Interests declared by:

- Tony Little as a School Governor at Pinkwell Primary School
 - Councillor Major as a School Governor at Belmore Primary School.
 - Councillor Riley as a School Governor at Field End Infants School.
 - Councillor Bridges as a School Governor at Hillingdon Primary School
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30th August, 2012 - North Planning Committee

- 4 applications relating to the former RAF Eastcote, Lime Grove, Ruislip - Councillor Payne - Non Pecuniary - Had been involved as Ward Councillor.
 - Land rear of 24 Court Road, Ickenham - Councillor Payne - Non Pecuniary - had had dealings with this application
 - Woody Bay Station, Ruislip Lido Railway, Reservoir Road, Ruislip
 - Councillors Payne and Morgan - Non Pecuniary - As members of the Ruislip Woods Management Advisory Group
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4th September, 2012 - Appointments Sub-Committee

Appointment of Head of Procurement - Councillor Seaman-Digby - Non Pecuniary - Councillor was personally known by one of the candidates.

13th September, 2012 - External Services Scrutiny Committee

Update on Provision of Health Services in the Borough

- Councillor Kemp - Non Pecuniary - as a Governor of Central and North West London NHS Foundation Trust.
 - Councillor Jarjussey - Non Pecuniary - as a member of Central and North West London NHS Foundation Trust.
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19th September, 2012 - Pensions Committee

Declarations of Pecuniary Interest in all matters coming before this meeting from John Holroyd, Councillors Barrett and Lewis - as members of the Local Government Pension Scheme.

20th September, 2012 - Audit Committee

External Auditor Report on the Pension Fund Annual Report and Accounts

- Councillor Hensley - Non Pecuniary - in the receipt of a Local Government Pension.
 - Councillor Graham - Non Pecuniary - as a Member of the Pensions Committee.
 - Councillor Lewis - Non Pecuniary - as a Member of the Pensions Committee.
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27th September, 2012 - Executive Scrutiny Committee

School Capital Programme Update

- Anthony Little - Non Pecuniary - School Governor at Harlington School and Pinkwell Primary School.
 - Councillor Lavery - Non Pecuniary - School Governor at Ruislip High School.
 - Councillor Riley - Non Pecuniary - School Governor at Field End Infants School.
 - Councillor Curling - Non Pecuniary - School Governor at Harefield Academy.
 - Councillor Bridges - Non Pecuniary - School Governor at Hillingdon Primary School.
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9th October, 2012 - Central & South Planning Committee

Land at rear of 21 & 22 Orchard Waye, Uxbridge - Councillor Stead - Non Pecuniary – as Ward Councillor.

Standards Committee

27 February 2013

17th October, 2012 - Central & South Planning Committee

- Tesco Store, Glencoe Road, Hayes
 - Councillor Allam - Non Pecuniary - As Ward Councillor.
 - Councillor Duncan - Non Pecuniary - As Ward Councillor
- Lancaster Suite and Lodge, Brunel University, Kingston Lane, Hillingdon
 - Councillor Stead - Non Pecuniary - As Ward Councillor.
 - Councillor Hensley - Non Pecuniary - As an academic Advisor to the University.
- 4 Nelson Road, Hillingdon
 - Councillor Gilham - Non Pecuniary - As the occupier of the property was known to him.
 - Councillor Bridges - Non Pecuniary - Ward Councillor
- Tesco Store, Glencoe Road
 - Councillor Allam - Non Pecuniary - Ward Councillor
 - Councillor Duncan - Non Pecuniary - Ward Councillor

25th October, 2012 - Executive Scrutiny Committee

School Capital Programme Update - Anthony Little - Non Pecuniary - as a School Governor at Harlington School and Pinkwell Primary School.

22nd November, 2012 - Cabinet

Eastcote House Buildings and Gardens: Heritage Lottery Fund Stage 2 Bid and report of public consultation - Councillor Seaman-Digby - Non Pecuniary - due to the proximity of his property with the site under consideration.

22nd November, 2012 - Executive Scrutiny Committee

School Capital Programme Update – Non Pecuniary Interests as School Governors declared by Anthony Little, Councillors Crowe, Riley, White, Harmsworth, Curling and Bridges

6th December, 2012 - Audit Committee

Internal Audit Progress Report and Plan amendments - Councillor G Cooper - Non Pecuniary - wife is a Governor of one of the schools in the report.

18th December, 2012 - Central & South Planning Committee

- 121 Cowley Road, Uxbridge - Councillor J Cooper - Non Pecuniary
- Tamara Lounge, Uxbridge Road, Hillingdon - 61362/APP/2012/2390
 - Councillor J Cooper - Non Pecuniary
 - Councillor Bridges - Non Pecuniary

20th December, 2012 - Cabinet

- Grants to Voluntary Organisations 2013/14
 - Councillor Crowe - Non Pecuniary - due to his involvement in one of the voluntary organisations concerned.
 - Councillor G Cooper - Non Pecuniary - due to his involvement in one of the voluntary organisations concerned.
 - Councillor J Cooper - Non Pecuniary - due to her involvement in one of the voluntary organisations concerned.
 - Councillor Curling - Non Pecuniary - as a trustee of one of the voluntary organisations concerned.
- Houses in Multiple Occupation: Draft Interim Policy
 - Councillor G Cooper - Non Pecuniary
 - Councillor J Cooper - Non Pecuniary
- School Capital Programme Update
 - Councillor G Cooper - Non Pecuniary - as a school governor.
 - Councillor J Cooper - Non Pecuniary - as a school governor.
- The Council's Budget 2013/14 - 2016/17 - Councillor Douglas Mills - Non Pecuniary - in relation to HS2 legal challenge funding.
- Carers Respite at Home Services - Councillor Crowe - Non Pecuniary

7. Ombudsman complaints received/settled

Date Received	Nature of Complaint	Outcome/Status/Date Settled
17.01.12	Council wrongly issued two PCNs, has not considered the complainant's appeals properly and did not reply to the complainant's appeals before escalating the charges	Final Decision received on 31.01.12. No fault.
17.01.12	Council failed to undertake the required works to trees located on land adjacent to the complainant's property. The Council has made reference to agreements made with complainant who denies that any agreements were made.	Final Decision received on 08.05.12. No fault.
17.01.12	Council failed to alter the date of the complainant's direct debit for council tax in August 2011. As a result Council took payment of council tax at an earlier date than agreed, which caused other direct debits on account to go unpaid and, as a result, complainant was charged £75 by his bank. Council also failed to respond to complaint in a timely manner.	Final decision received 30.01.12. Council offered to refund £75 charges incurred. Complaint discontinued.
06.02.12	Council failed to deal properly with a mental health assessment of daughter when she presented at Hillingdon Hospital in July 2011.	Final decision received on 02.04.12. No fault.
01.03.12	Complaint about the actions of a local Councillor. Standards Committee recommended the Councillor undergo training. Complainant wants the Council to ask the Councillor to apologise personally to family.	No fault, complaint discontinued. Final decision received on 26.03.12
06.03.12	Council refused to accept a homelessness application from complainant or offer temporary accommodation. Received no written notification from the Council explaining its decision. Complainant states that Council has made accusation of benefit fraud.	Final decision received on 26.04.12. No fault.
08.03.12 / 09.10.12	Council unreasonably stopped son's therapy without consultation, when, in April 2011, the funding panel agreed funding for a year.	Final Decision received on 22.05.12, no fault.
13.03.12	Complaint relating to care provided to mother during stay at the Grange Care Centre, 2 Adrienne Avenue, Southall, UB1 2QW.	Final Decision received on 11.06.12. The Home and Council have agreed to review procedures to avoid recurrence and to apologise to the complainant.
05.04.12	Council has not fulfilled the provisions of son's statement of special educational needs following a First Tier Tribunal (SEND) ruling in October 2011.	Provisional View received on 26.10.12 for comments. Awaiting final decision

Date Received	Nature of Complaint	Outcome/Status/Date Settled
09.05.12	Council failed to provide timely and accurate information about the flat allocated to complainant. It would have been detrimental for an elderly person with Parkinson's disease, to have such a drastic change imposed on him at the last moment.	Final Decision 03.10.12 'The Council should remind all staff in its Adult Social Care Teams that they need to record all calls and discussions with clients, and record the issues that were discussed and agreed.
14.05.12	Administrative fault in the way that the Council handled the process of issuing and enforcing payment of a Penalty Notice regarding the complainant's son's absence from school in January 2012.	Final Decision received on 11.07.12 No fault but suggest the Council makes the 'no right of appeal' statement clearer.
13.06.12	Council refused to let the complainant know whether her complaint was upheld or not.	Final decision received on 06.09.12. Complaint not upheld, outside LGO jurisdiction.
19.06.12	Council failed to consult the complainant, and others, about a planning application for a neighbouring property. As a result objections were not considered during the determination of neighbour's application. Contends that planning permission would not have been granted had objections been taken into account. Resulting development has been detrimental to his amenity.	Final decision received on 29.01.13. Council at fault for not notifying complainant about neighbour's planning application. Council's offer of £250 compensation deemed to be sufficient. No evidence that complainant's objections would have altered the planning decision as his concerns were reported to the Committee in the Case Officer's report.
02.07.12	Council has not dealt with the complainants application for a permit under the Blue Badge scheme properly.	Final Decision received on 29.08.12. No evidence of fault in the decision on the complainant's application. But evidence of fault in the way the Council dealt with the complainant's concerns. The Council has accepted that it did not make enough information available to the complainant and apologised for this.
09.08.12	Council's offer of £150 for its errors in dealing with the complainant's council tax accounts and complaints is inadequate, particularly given that it has continued to pursue him for the arrears while it was still considering his complaint	Final Decision received on 04.10.12- Compensation of £150 offered due to the Council issuing notices while the complaint was being processed.
09.08.12	Following an assessment a social worker inundated complainant and mother with telephone calls to see whether it would be possible for father to return home.	Final decision received on 25.09.12. No fault
10.08.12	Complainant's annual review, completed in December 2011, was inaccurate, unfair and biased. Wants his direct payment to continue as before.	Final Decision received on 24.10.12 Complaint closed. No fault.
18.09.12	Complainant believes is still on housing register and was told would be given updated details so could bid on the LOCATA system but has not received these.	Final decision received on 17.11.1. No fault. Complaint closed

Date Received	Nature of Complaint	Outcome/Status/Date Settled
25.09.12	Council did not tell the complainant daughter had been the victim of an alleged assault in 2010 while in hospital; and refused to deal with a complaint about the matter	Final decision received on 01.10.12 Complaint closed. No Fault
24.09.12	Care home has not given information asked for. Social Services and care home did not investigate falls properly or take appropriate action. The care home did not deal with their complaint properly.	Final Decision received on 25.10.11 Complaint closed. No fault
11.10.12	Council failed to manage mother's finances when a resident of care home	
10.10.12	Complaint about the Council's actions following annual social care needs assessment.	Final Decision received on 24.10.12. No fault. Complaint discontinued.
11.10.12	Council failed to provide any housing assistance since receiving an eviction notice from landlord in Sep't 2012. Had to leave property in Oct' and is now homeless.	Final Decision received on 22.11.12. No fault. Complaint discontinued
30.10.12	Despite having found fault in relation to some aspects of a complaint, Council has offered the complainant no remedy. Complainant has suffered stress and inconvenience as a result of the Council's failures and been put to a great deal of time and trouble.	
21.11.12	Council lost notification from the complainant of change of address	Final Decision received 20.12.12. No fault. Complaint discontinued.
03.12.12	The Council's response to the complainants' concerns about the condition of flat was inadequate. The landlord failed to do the suggested repairs, and instead, intends to evict the complainants from the property.	

Comparison of totals number of Ombudsman cases dealt with in 2011-12:

Southwark LB	196	Barnet LB	88	Hillingdon LB	54
Lambeth LB	166	Redbridge LB	86	Greenwich LB	52
Camden LB	135	Waltham Forest LB	86	Merton LB	46
Hackney LB	122	Barking & Dagenham LB	85	Sutton LB	40
Islington LB	122	Lewisham LB	82	Richmond Upon Thames LB	38
Haringey LB	121	Bromley LB	81	Kingston Upon Thames RB	34
Ealing LB	118	Brent LB	77	Kensington & Chelsea RB	30
Hammersmith & Fulham LB	118	Tower Hamlets LB	70	City of London Corporation	6
Newham LB	105	Enfield LB	65	Greater London Authority	2
Croydon LB	102	Harrow LB	64		
Hounslow LB	90	Havering LB	56		
Westminster City C	89	Wandsworth LB	56		